

Idaho Division of Vocational Rehabilitation

State Plan Attachments

2007-2008



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Administrator

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STATE PLAN 2007-2008

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INTRODUCTION

Overview

The Idaho Division of Vocational Rehabilitation is required to submit a State Plan to the Rehabilitation Services Administration in Washington, D.C. to receive federal funding for Vocational Rehabilitation Services. This is a requirement under Title I, Part B and State Plan Supplement for the State Supported Employment Services Program under Title VI, Part B of the Rehabilitation Act of 1973, as amended.

Timing and Process

The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) solicits public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings are intended to review concerns and positive comments of any member of the public, including individuals, organizations, and interested groups, regarding issues relating to the vocational rehabilitation of individuals with disabilities.

While IDVR is not required to make changes to the State Plan based on these recommendations, the Division is required to address each recommendation in an attachment to the plan. This attachment must include recommendations, which were incorporated into the plan as well as reasons for rejecting any of the advice or recommendations.

IDVR provides the most effective, efficient services available to individuals with disabilities seeking employment. Its State Plan is intended to provide operational policies and practices, which will serve Idahoans in the best manner possible.

**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM
FISCAL YEARS 2007-2008**

STATE: Idaho

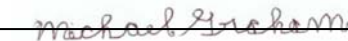
AGENCY: Idaho Division of Vocational Rehabilitation

AGENCY TYPE: GENERAL X BLIND _____ COMBINED _____

SECTION 1: LEGAL BASIS AND STATE CERTIFICATIONS

- 1.1** The Idaho State Board of Education through the Idaho Division of Vocational Rehabilitation (DSU) (name of Designated State Agency or Designated State Unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.
- 1.2** As a condition for the receipt of Federal funds under Title I, Part B of the Act for the provision of Vocational Rehabilitation Services, the Idaho State Board of Education (DSA) through the IDVR (name of the Designated State Agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the Secretary. Funds made available under Section 111 of the Act are used solely for the provision of Vocational Rehabilitation Services under Title I and the administration of this State Plan.
- 1.3** As a condition for the receipt of Federal funds under Title VI, Part B of the Act for Supported Employment Services, the Idaho Division of Vocational Rehabilitation (name of Designated State Unit) agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the Secretary. Funds are made available under Title VI, Part B are used solely for the provision of Supported Employment Services and the administration of the supplement to the Title I State Plan.
- 1.4** The Designated State Agency and/or the Designated State Unit has the authority under State law to perform the functions of the State regarding this State Plan and its supplement.
- 1.5** The State legally may carry out each provision of the State Plan and its supplement.

- 1.6** All provisions of the State Plan and its supplement are consistent with State law.
- 1.7** The State Treasurer (title of State Officer) has the authority under State law to receive, hold, and disburse Federal funds made available under this State Plan and its supplement.
- 1.8** The Administrator (IDVR) (title of State Officer) has the authority to submit this State Plan for Vocational Rehabilitation Services and the State Plan supplement for Supported Employment Services.
- 1.9** The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.
- 1.10** The effective date of the State Plan attachments is October 1, 2006.


(Signature)

Michael Graham
(Typed Name of Signatory)

June 28, 2006
(Date)

Administrator, IDVR

- ¹ Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073 and 105-220.
- ² Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.
- ³ All references in this plan to "Designated State Agency" or to "the State Agency" relate to the agency identified in this paragraph.
- ⁴ No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR Part 361.

⁵ Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program Regulations in 34 CFR Part 361.

⁶ No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 635(a) of the Act.

⁷ Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR part 363.

Attachment 4.2 (c)

SUMMARY OF INPUT AND RECOMMENDATIONS OF THE STATE REHABILITATION COUNCIL; RESPONSE OF THE DSU; OR EXPLANATION FOR REJECTION OF INPUT OF RECOMMENDATIONS

The State Rehabilitation Council (SRC) and the Idaho Division of Vocational Rehabilitation (IDVR) have completed a formal communications plan designed to better manage the relationship between the two organizations. One component of the plan is for the Division administrator and the SRC chair to communicate by phone at a minimum of once every two weeks to discuss any issues that might arise. Every new policy, procedure or change developed within the Division is submitted to the SRC for discussion. On occasion, the SRC will vote on recommendations for a Division policy change after discussion is concluded. SRC business is also conducted through the use of e-mail if timeliness is a concern and the SRC list serve offers immediate information and the ability to vote and comment as needed. Council members can also review proposed IDVR policies and post their comments on the list serve.

SRC members, especially the Chair, are invited to IDVR's quarterly Division management meetings. In these meetings, the opportunity is afforded for interaction with Division management staff to obtain input from the SRC. The SRC is also invited to attend Regional and National VR related meetings and participate, i.e., CSAVR.

IDVR and the SRC solicit public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings were intended to review concerns and comments of any member of the public, including individuals, organizations, and interested groups, regarding issues relating to the vocational rehabilitation of individuals with disabilities. Meetings were held this year in Twin Falls and Boise during the month of May. No recommendations were made or concerns reviewed during any of these meetings.

During the past year, the SRC and IDVR have worked closely together. At each SRC quarterly meeting, various IDVR staff presented information about a variety of issues and activities the Division was involved in such as the IDVR Strategic and State Plans, overview of the results of Administrative Reviews completed, caseload management practices, process of reclassifying support staff, Vocational Rehabilitation Counselor career ladder and IDVR Employer Symposiums. After each presentation, IDVR and the SRC would discuss strategies to improve operations and services to clients. The SRC members were also invited to and attended portions of the IDVR Annual In-service Training.

The SRC also partnered with IDVR in completing client satisfaction surveys. It was determined that since IDVR annually audits approximately four (4) regional offices and conducts client satisfaction surveys as part of that process, the SRC would complete client satisfaction surveys for the four (4) regions that were not being audited that year. The SRC worked closely with IDVR in developing a new client satisfaction survey that both IDVR and the SRC utilize. The results of these regional surveys were then discussed at the

quarterly SRC meetings. The 2005 SRC Client Satisfaction surveys revealed a high degree of client satisfaction with both their counselors and services that they had received. In the subsequent State Plan to be developed, more details regarding the specifics of the Consumer Satisfaction Survey will be documented.

There were no situations where the SRC put forth a recommendation to IDVR that was rejected. The SRC strongly encouraged the Division to raise the private auto mileage reimbursement to the same amount other State agencies were paying to counselors who used their private auto for official business and this was done. The SRC was also strongly supportive of a VRC pay increase and the Division initiated efforts through governmental channels to support this, which was recently approved by the 2006 Idaho Legislature.

The SRC was apprised of “VR Services” that have been amplified within the agency policy and procedure manual as a result of the 107 federal review. A series of Critical Case Documentation Templates were also developed as a result of the 107 federal review. These were also presented to the SRC. The SRC provided meaningful input that was incorporated within the final policy statements and templates.

Attachment 4.6 (a)(3)
REQUEST FOR WAIVER OF STATEWIDENESS

The Division provides services in one (1) or more political subdivisions of the State that increases services or expands the scope of services that are available statewide under this State Plan and:

- (1) Verifies in the specific Memoranda of Agreement (MOAs) (see included attachments) that the contributions of these political subdivisions are certified as non-federal dollars attached for services, including funds contributed to a local agency by a private agency, organization or individual and
- (2) Services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments.
- (3) The Division ensures that all services administered are in full agreement with the rules and regulations governing General Vocational Rehabilitation Programs and that the DSU is in full agreement with the provision of those services and that it will approve each service before it is provided.

The Division has noted a continuing increase in the number of Corrections clients being referred to the Division for services. There are several areas in the State where correctional facilities are housed that require additional staff to ensure adequate resources available to meet these needs. The Corrections population has not only the same needs as other VR clients, but also has additional needs related to their incarceration. Specifically, Corrections clients have issues to deal with such as adjustment to disability, readjustment to the community and social integration, skill training, and substance abuse treatment.

To meet this need, an MOA with the Idaho Department of Correction (IDOC) was developed to provide comprehensive Vocational Rehabilitation services to felony clients/offenders both in an IDOC institution and in the community to prepare these individuals for reentry into the community by providing the full range of IDVR services. This MOA covers Correctional institutions in the Boise and Pocatello areas only. The IDOC pays 20% of the personnel costs associated with the Vocational Rehabilitation Counselor (VRC) and part time support staff not to exceed \$16,400 in the Treasure Valley and not to exceed \$8,200 in the Pocatello area without written consent from the IDOC. It is estimated that the yearly costs for the IDVR positions will be approximately \$82,000. The IDOC will pay 20% of the VR case service costs expended which are estimated at approximately \$110,000; not to exceed \$22,000 in the Treasure Valley and not to exceed \$11,000 in the Pocatello area without written consent from the IDOC.

Due to the rural nature of Idaho and the increased travel time associated with serving the School Work population, additional resources are necessary in certain areas of the state to ensure the needs are met. In collaboration with Special Education and IDEA as

well as recent Federal Initiatives, the Division has developed Cooperative Agreements with School Districts in various areas throughout the State to provide comprehensive Vocational Rehabilitation services to students with disabilities to prepare these individuals transition to work by providing the full range of IDVR services. The School Districts will pay a total of \$170,377 in certifiable non-Federal monies to IDVR to be used expressly for allowable costs incurred by IDVR in the furtherance of the cooperative agreement. Both parties have agreed to and signed the MOA. This MOA covering the following areas of the state:

- Region I – Coeur d’Alene – Two Projects
- Region II – Lewiston – One Project
- Region III – Boise East - One Project
- Region IV – Twin Falls - One Project
- Region V – Pocatello - Two Projects
- Region VI – Idaho Falls - One Project
- Region VII – Caldwell - Two Projects
- Region VIII – Boise West - Two Projects

Individuals with mental health issues have been traditionally underserved in Idaho. To ensure that the needs of this population are adequately met, the Division has developed an Interagency Agreement with the Idaho Department of Health and Welfare Division of Family and Community Services Adult Mental Health (H&W-FAC) to provide the full range of Vocational Rehabilitation services to Idahoans experiencing severe and persistent mental illness who are eligible for Vocational Rehabilitation services in some regions of the State. H&W-FAC pays IDVR \$191,000 in certifiable non-Federal monies for services executed under this Interagency Agreement. All parties have agreed to and signed the MOA. This Interagency Agreement covers the following areas only:

- Region I – Coeur d’Alene
- Region II – Lewiston
- Region V – Pocatello
- Region VI – Idaho Falls
- Region VII – Caldwell
- Region VIII – Boise West

Special program assessments are completed to assess the impact these services are having on providing adequate services to these populations. Ongoing monitoring is accomplished by the Deputy Field Services Chief.

The following statements are including in the MOAs referenced in this attachment 4.6 (a)(3) specifying only certifiable non-federal monies be transferred to IDVR: (See exhibit to State Plan)

School-Work MOA:

School District Agrees to transfer to IDVR fifteen thousand six hundred (\$15,600) for SFY 2007, upon receipt of appropriate billing, of certifiable non-Federal monies which IDVR shall use to match available Federal monies appropriated under the Rehabilitation Act. These monies will be used expressly for allowable cost incurred by IDVR in the furtherance of this cooperative agreement.

Mental Health MOA:

H&W Behavioral Health Agrees to transfer to IDVR, upon receipt of an appropriate billing, \$196,730 of certifiable non-federal monies that IDVR will use to match Federal monies appropriated under the Rehabilitation Act to be used expressly for allowable costs incurred in the discharge of this Agreement.

Corrections MOA:

IDOC agrees to transfer to IDVR, upon receipt of appropriate billing, \$60,000 certifiable non-federal monies that IDVR may use when available to match Federal monies.

Attachment 4.9(c) COOPERATION AND COORDINATION WITH OTHER AGENCIES AND OTHER ENTITIES

Per conversation with Carol Dobak, the agreements mentioned below are in the process of being revised in order to ensure the following elements are included: Agency Financial Responsibility, Conditions Terms & Procedures for Reimbursement, Agency Disputes and Coordination of Services.

4.9(c)(1) COOPERATION WITH AGENCIES THAT ARE NOT IN THE STATEWIDE WORKFORCE INVESTMENT SYSTEM AND OTHER ENTITIES

The Idaho Division of Vocational Rehabilitation (IDVR) and the following entities have entered into formal agreements, which outline the specific activities expected of each partner. The agreements outlines goals, planning process, information sharing and confidentiality, technology, continuous improvement and accountability, service delivery support, cost sharing, annual action plan, duration, amendments, termination/conflict resolution. These entities include:

CAP - Idaho Client Assistance Project

(The agreement with CAP is in the process of being revised and updated. This includes all required elements.)

This agreement outlines the interaction between IDVR staff and CAP staff for the improvement of services to people with disabilities in Idaho served under the VR program.

Department of Health & Welfare – Division of Health – Idaho Children Special Health Program

(The agreement with the Idaho Children Special Health Program is in the process of being revised and updated. This includes all required elements.)

The CSH Program was formally known as Cripple Children's Services with the Shiners' Hospitals. The agreement facilitates the referral of children ages 16 to 18 with significant disabilities to the VR program. It indicates we will work together to ensure appropriate transition to adult life to eligible youth. It further agrees that those needed and allowable services not covered by the existence of comparable benefits or other resources (as defined by the Act's implementing regulations) will be covered by IDVR.

Idaho Industrial Commission

(The agreement with the Idaho Industrial Commission is in the process of being revised and updated. This includes all required elements.)

This agreement outlines the relationship between IDVR and the Industrial Commission with regard to persons injured on the job who may also have other non-work related injuries. The Industrial Commission will be the lead agency for injured workers

in Idaho and will refer them to IDVR when they are unable to return to previous or similar employment due to the work related injury.

Idaho Health & Welfare/Division of Mental Health (Yearly updated agreement)

The Idaho Division of Vocational Rehabilitation (IDVR) and the Idaho Department of Health and Welfare, Division of Family and Community Services, Adult Mental (H&W-FACS) enter into this agreement for the express purpose of better serving Idahoans experiencing severe and persistent mental illness. A team approach will be used to insure that the Idahoans served by this Agreement will benefit as to remaining de-institutionalized and successfully integrated into their respective communities from a psychological, psychosocial, and employment perspective. Those consumers who have a severe and persistent mental illness deemed not eligible for this program will be referred to the general IDVR program. Those consumers who have a severe and persistent mental illness deemed not eligible for this program nor IDVR services will be referred to appropriate resources for assistance.

Tribal VR – (Nez Perce Tribe)

(The agreement with the Nez Perce Tribal VR is in the process of being revised and updated. This includes all required elements.)

The intent of this Agreement is to develop and implement a cooperative system for providing vocational rehabilitation services to eligible American Indians with disabilities and to promote and enhance to the greatest extent possible vocational rehabilitation services like that of those provided by the State of Idaho. The Idaho Division of Vocational Rehabilitation has the basic responsibility to provide rehabilitation services to all eligible individuals of Idaho. The Nez Perce Tribe, through a Federal Section 130 grant, will work cooperatively with the Idaho Division Vocational Rehabilitation and the offices of the agency within Region II of Idaho to provide those services.

Tribal VR – (Coeur d’Alene Tribe)

(The agreement with the Coeur d’Alene Tribe is in the process of being revised and updated. This includes all required elements.)

Idaho Commerce & Labor / Data Sharing

(The agreement with Idaho Commerce & Labor/Data Sharing is in the process of being revised and updated. This includes all required elements.)

This agreement provides for disclosures of employment security information by Labor to IDVR for the purpose of evaluating participant’s acquisition and retention of employment and earnings and to meet Federal reporting requirements under Section 106 of the Rehabilitation Act as amended by Title IV of the Workforce Investment Act of 1998.

State Use Contracting Programs:

The State of Idaho has a 1973 statute referred to as the “Use Law” and a governor appointed council facilitates the sale of goods and services from thirteen (13) Community Rehabilitation Not for Profit Programs. A cooperative agreement is not necessary.

Community Rehabilitation Programs:

IDVR does not have contracts with Community Rehabilitation Programs as services through these entities are provided on a fee for service basis.

4.9(c)(2) COORDINATION WITH EDUCATION OFFICIALS**Universities, Colleges and Professional Technical Programs in Idaho under the State Board of Education**

(The agreements with Universities and Colleges in Idaho under the State Board of Education are in the process of being revised and updated and will be sent to RSA no later than August 25, 2006.)

This agreement provides necessary coordination of services for students with disabilities between IDVR and the universities and colleges in Idaho, so that students with disabilities can succeed in an environment of higher education.

Idaho Department of Education – Secondary Transition

This agreement deals with our mutual definition of secondary transition and the cooperative delivery of services to transitioning students with disabilities. It outlines the provision of services required from local school districts, IDVR and ICBVI (Idaho Commission for the Blind and Visually Impaired).

The parties enter into these agreements solely to facilitate the transition of students with disabilities from K-12 public education into adult life. This transition to adult life may involve any or all of the following goal oriented activities: post-secondary education, training and job placement, direct placement into appropriate employment (to include supported employment if required), advocacy and any other activities that are relevant to the student and within the scope of the IDVR mission and role.

This Agreement with the Idaho Department of Education and education officials ensures a coordinated, comprehensive system focusing on youth with disabilities as they transition from secondary school to post-school activities, promoting post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, and community participation emphasizing a team approach to facilitate the transition of students with disabilities from public education into employment. This agreement also includes referrals of students with disabilities (e.g. physical,

medical) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR for determination of eligibility for vocational rehabilitation services.

Additionally, IDVR will accept referrals within 2 years prior to the student exiting high school (or earlier if appropriate), determine eligibility and collaboratively, with input from the students' Individualized Education Program (IEP) Team, develop Individual Plans for Employment (IPEs).

Provision of Services:

1. To emphasize a team based approach to secondary transition and vocational rehabilitation that allows for flexibility in planning and delivering services.
2. To conduct individual student assessments needed to plan transition services, including the need for assistive technology. Such assessments may be conducted by the local school district, IDVR, ICBVI or agencies working in partnership.
3. To cooperate in the development of transitioning students' IEPs and any relevant IPE. Development of the IEP is vested with the IEP team, including the student and his/her parent or guardian. Approval of the IPE is vested with the IDVR or ICBVI, the student and his/her parent or guardian.
4. That the determination of the student's eligibility for vocational rehabilitation services rest with the IDVR and/or ICBVI.
5. To share student information regarding medical, vision, psychological, educational and/or social history records following the guidelines of confidentiality required by IDEA and the Rehabilitation Act and its amendments. This information will assist in determination of eligibility for Vocational Rehabilitation Services and to identify vocational rehabilitation and educational services needed for employment.
6. To provide cross training of staff on education and vocational rehabilitation issues.
7. To reconvene the IEP Team that includes IDVR and/or ICBVI when services are not provided as described in the student's IEP. IDVR and ICBVI will provide vocational rehabilitation services under the IPE according to the Rehabilitation Act and its amendments. Disputes regarding this provision shall be resolved using the process described in the Dispute Resolution of this agreement.

8. That they do not discriminate in employment, eligibility for services or type of service provision based solely upon considerations of race, color creed, age, sex, or disabling condition. They further agree that they do not contract or do business with other parties or entities that do.
9. That those obligations specifically assigned to the parties to this agreement by Law, regulation or rule will not be violated in the discharge of this cooperative agreement.

The Idaho State Department of Education (SDE) through local school districts agrees:

1. To assume the role of lead agency in interagency planning and implementation of educational programs and transitional services for youth with disabilities in transition from high school to post-high school services.
2. To write IEPs using an outcome oriented focus and coordinate transition activities for each eligible student, beginning no later than age 16 years (earlier if appropriate), to address future student needs in the areas of employment; post-secondary education/vocational training; adult living and community participation, including assistive technology.
3. To invite IDVR and ICBVI to provide information regarding their services, including their role as an IEP team member, to school district personnel, students and their families.
4. To work with IDVR and ICBVI counselors to identify a process for counselors to provide input and participate in the development of an individual student's IEP, including transition services.
5. To identify appropriate school personnel who will initiate the referral process of students receiving special education services, students with disabilities (e.g. physical, medical, visual) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR and/or ICBVI for determination of eligibility for vocational rehabilitation services.
6. To refer transitioning students with disabilities to IDVR and/or ICBVI within two (2) years prior to the student's exiting high school (or earlier if appropriate) so that IDVR and/or ICBVI can become involved with the Individual Education Plan (IEP) team, assist with development of the IEP, participate in determination of needed transition services, assess eligibility for vocational rehabilitation services and develop an Individual Plan for Employment (IPE).
7. To invite the IDVR and/or ICBVI counselors to participate as a member of the IEP team for all students who have been referred to IDVR and/or ICBVI for rehabilitation services, or earlier if appropriate.

8. To develop transition services for individual students receiving special education services that incorporates input and information provided by IDVR and/or ICBVI counselors.

Idaho Division of Vocational Rehabilitation (IDVR) and Idaho Commission for the Blind and Visually Impaired (ICBVI) agree:

1. To encourage staff to work closely with school district personnel to ensure coordination between education services and vocational rehabilitation services.
2. That the IDVR and ICBVI counselor will provide training to school district personnel, students and families on all aspects of vocational rehabilitation services, including their role as an IEP team member.
3. That IDVR and ICBVI counselors are available to consult with educators concerning vocational rehabilitation services for transitioning students to assist them toward employment.
4. That IDVR and ICBVI counselors will contact the school districts in their service area to identify a process for the counselor to provide input and participate in the development of the transition services included in IEPs.
5. That the rehabilitation counselor will consult with educators concerning referral of students to IDVR and/or ICBVI for rehabilitation services. Students with blindness or visual impairments should be referred to ICBVI. Students with multiple disabilities may have dual cases with both IDVR and ICBVI providing rehabilitation services
6. That the IDVR and ICBVI counselor will accept referrals within 2 years prior to the student's exiting high school (or earlier if appropriate), determine eligibility and collaboratively with input from the student's IEP team, develop IPEs. The vocational rehabilitation counselor, student, student's parent or guardian, and members of the student's IEP team will collaborate to identify required vocational rehabilitation services that move the student to their employment goal.
7. That the IDVR and/or ICBVI counselor may attend IEP team meetings for each referred student upon timely invitation by school personnel. The IDVR and/or ICBVI counselor will provide written recommendations, if requested, for use in developing the IEP when unable to attend.

Agency Financial Responsibility:

The IEP team, including the IDVR and/or ICBVI counselor will utilize the IEP process to determine services necessary for the student to reach his or her identified post school outcome and outcome for employment as written in the IEP and IPE and will negotiate and identify, if any the financial responsibility of IEP team members.

In order to provide vocational rehabilitation services to eligible transitioning students. IDVR and the ICBVI require a search for comparable benefits (e.g. Medicaid, SSI) and the completion of a Financial Needs Assessment/Cost Sharing Agreement for client financial participation prior to expenditures of IDVR or ICBVI funds. If one or more vocational rehabilitation services is also identified by the child's IEP team as necessary for the child to receive a free appropriate public education (FAPE), the district may cover the parent's financial obligation for said service(s).

The local school district shall purchase any assistive technology/equipment determined through the IEP process to be necessary for the educational program of individual students who are enrolled in the district. IDVR and/or ICBVI may be responsible for the purchase of any assistive technology devices or equipment while the student is still enrolled in school, if such equipment or devices are necessary to the student's eventual employment.

The school district will determine their continued need for specific assistive technology equipment or devices purchased and if such equipment is no longer needed by the school district for educational purposes, the district may transfer ownership of the device to IDVR or ICBVI. Assistive technology equipment or devices purchased by the District may be purchased from the District if the student requires the continued use of such equipment to achieve his/her employment outcome. IDVR or ICBVI will compensate the school district for the cost of the equipment or devices at a rate of 25% of the original cost.

School-Work Transition Projects:

- Panhandle Consortium (Region I)
- Coeur d'Alene/Post Falls School-Work (Region I)
- Lewiston School-Work (Region II)
- Local Consortium of Southern Idaho School Districts (Region IV)
- Southern Counties Consortium of Schools (Region V)
- Pocatello School-Work (Region V)
- Greater Opportunities to Achieve Life Skills Consortium School Districts (Region VI)
- Canyon, Owyhee and Gem School Districts (Region III)
- Nampa/Vallivue School District (Region III)
- Meridian Joint School District #2 (Region III)

The Cooperative Agreements with School-Work Transition Projects and with Colleges and Universities outline information regarding consultation and technical assistance, transitional planning in the development and completion of IPEs, roles, responsibilities, including financial responsibilities of each, and procedures for outreach to and identification of students with disabilities who need transition services.

IDVR also has individual cooperative agreements with other educational entities throughout the State. The goal of these cooperative agreements is to provide the necessary coordination of services at a local level, which will assist eligible individuals who have disabilities in an educational environment. These agreements are specific in terms of program and financial responsibilities of each party and include:

Idaho Interagency Council on Secondary Education:

IDVR continues to be involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that youth with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to provide and promote a common conceptual framework that leads to opportunities for youth with disabilities in community living, recreation, continued education, and employment. Interagency cooperative planning, information sharing, and the collaborative use of resources will help accomplish our mission at the state and local level. Guiding Principles include:

- Informed choice
- Empowered youth
- Individualized planning, services, and supports
- Integrated career opportunities
- Holistic life areas
- Unlimited opportunities
- Self reliance, independence
- Integrated life opportunities including - housing, employment, education, leisure, community living
- Transition planning is a lifelong process that begins at an early age
- Youth and their families are informed and aware of available community resources
- Alignment of resources including advocacy
- Resource mapping statewide and at the local level including advocacy

Goals of the group include:

1. Develop a framework that can be used at the local level to provide effective implementation of transition services through a local interagency agreement including:
 - Identify roles and responsibilities of each service agency in the transition for youth with disabilities from secondary school to adult life
 - Assist in identifying and coordinating resources to maximize existing resources, avoid duplication and promote continuity of service coordination
 - Share information regarding general criteria to access services across agencies and environments
 - Provide continuing analysis of the transition system effectiveness using available data and provide feedback to state and local agencies
2. Develop local interagency teams to increase communication and collaboration among service agencies that focus on secondary transition for students with disabilities
 - The core membership of the local interagency teams may include education, vocational rehabilitation, Commission for the Blind, juvenile justice, community corrections, Health and Welfare, higher education, local independent living center, adult service provider, Workforce Development, youth with disabilities, family members, others as locally identified.
 - Provide training regarding purpose and sustaining of local interagency teams.
 - Encourage local identification of strengths, needs and activities to improve secondary transition at the community level.
 - Facilitate the sustainability of the local interagency teams
 - Encourage on-going identification of local strengths, needs and activities to improve secondary transition at the community level.
3. Identify and share effective practices used to develop and sustain local interagency teams
 - Provide opportunities for face-to-face interaction with other local teams (i.e.: annual transition fair or regional opportunities)
 - Develop financial resources that support and sustain activities of the local interagency teams

Each year, VRCs meet with teachers who serve students with Severely Emotional Disturbed (SED), school counselors, school nurses and staff running substance abuse groups in schools to provide training and information on VR services to students receiving services under an IEP, as well as to students on 504 plans and individualized health plans. This continued training is important as educators sometimes overlook students with physical or emotional disabilities.

Idaho School for the Deaf & the Blind

(The agreement with the Idaho School for the Deaf and Blind is in the process of being revised and updated. This includes all required elements.)

This agreement establishes guidelines to facilitate the referral of ISDB students to IDVR and to coordinate the provision of services when students are mutual clients of both agencies.

4.9(c)(3) COOPERATIVE AGREEMENTS WITH PRIVATE NON-PROFIT VOCATIONAL REHABILITATION SERVICE PROVIDERS.

IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as we purchase services on a fee for service basis.

4.9(c)(4) EVIDENCE OF COLLABORATION REGARDING SUPPORTED EMPLOYMENT SERVICES AND EXTENDED SERVICES

As of July 1, 2004, the Idaho Legislature changed the responsibility for the Work Services/Supported Employment long-term support funding from the Department of Health and Welfare to IDVR due to continuing concerns over the management of the program and perceived lack of accountability. IDVR convened a committee that developed a management strategy for the program as well as accountability measures to ensure that funding would be appropriately utilized and more individuals with the most significant disabilities would receive the support they need to be successful. IDVR hired two individuals to manage this program statewide under the direction of the IDVR Administrator. IDVR continues to evaluate the performance of the program and will conduct a thorough review of its performance over this, its first full year of operation. IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as IDVR purchases services on a fee for service basis.

Attachment 4.11(b)
COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT

DATA SYSTEM:

Collection and analysis of data on qualified personnel needs and personnel development consistent with the provisions of 34 CFR 361.18 (a) includes the following activities:

- Analysis of current and future staffing needs continues through periodic reviews of turnover rates, promotions and transfers. Anticipatory staffing analysis is ongoing.
- During FFY 2005, the Division's turnover rate for Vocational Rehabilitation Counselors (VRCs) was 20.8%. The overall turnover rate for all Vocational Rehabilitation staff was 21.7%. It is projected over the next five (5) years that the turnover rate for VRCs will be between 15% and 20%.
- In the next five (5) years, five (5) out of the Division's nine (9) Regional Managers will likely retire. Steps have been taken to provide leadership opportunities to VRCs interested in management. The position of Assistant Regional Manager is one such position that offers management experience.
- The Division has a continuing need for increased numbers of VRCs. The Division attempted to secure these additional positions this year through the Idaho Legislature, but was unsuccessful.
- The Division maintains continuous monitoring of EEO/AA statistics for reporting purposes.
- Tracking, monitoring and reporting of individual academic preparation, certification pursuits and Continuing Education for VRCs is regularly maintained by the Division.
- The Division also tracks, monitors and reports individual training and development of other Vocational Rehabilitation staff.
- An annual assessment of training needs is conducted to establish priorities and develop training opportunities to meet those needs.
- The maintenance of employee history and skills inventory is utilized for employee training and development as well as for succession planning.
- The Division has one hundred and forty-eight (148) total full time employees; one hundred and twenty-eight (128) of these are Field Staff that comprise nine (9) Regional Managers; seventy-one (71) VRCs; and forty-eight (48) Office Services Personnel. The Division also has one (1) Migrant Service Coordinator serving under the MSFW grant and one (1) Vocational Rehabilitation Counselor working on the Department of Correction "Going Home" grant.
- The ratio of VRCs to individuals served is 1:183. An optimal caseload size is approximately one hundred and seventy (170). The Division is currently exploring avenues to ensure client needs are met despite limitations on the numbers of VRCs that can currently be hired. The Division will continue to work through the 2007 Idaho Legislature process to secure additional VRCs, Employment Developers and Support Staff positions.

RECRUITMENT AND RETENTION:

Plan to address current and projected needs for qualified personnel include the following activities:

- The Division maintains periodic contact with regional universities and gathers information about the numbers of individuals who will be graduating from rehabilitation programs. Currently, the numbers are: Portland State University (9), Western Washington University (20), Utah State University (30), University of Idaho (7), and Western Oregon University (12).
- Periodic site visits to the University of Idaho occur to meet with students and faculty for establishing relationships and initiating recruitment activities with current graduate students.
- Idaho Division of Vocational Rehabilitation (IDVR) provides feedback to the Rehabilitation Counseling Coordinator at the University of Idaho on existing and future staffing needs, including individuals with disabilities and from minority backgrounds for capacity building. IDVR critiques program content and advises Coordinator on areas needing attention for successful placement of graduates within the Division.
- Periodic contact is made with Western Washington University, Utah State University, University of Idaho, Western Oregon University, Portland State University, University of North Texas, University of Northern Colorado at Greeley, San Diego State University, University of Wisconsin/Stout, and Montana State University at Billings. The Division has developed a process whereby each of the nine (9) Regional Managers and the IDVR Administrator is assigned to different universities that have a Masters Level Rehabilitation Program for recruiting purposes. Each will maintain ongoing relationships to promote communication concerning vacancy announcements and to develop and maintain a pool of qualified VRC applicants. They will stay in contact with key personnel at each university, i.e., Department Head and Internship Coordinator.
- The Division continues to face challenges in recruiting qualified applicants. Although this past year IDVR requested and received additional funding to increase the starting wage of VRCs. Despite the increase, the entry-level wage for VRCs is significantly lower than comparable state and private positions.
- All Regional Managers and Central Office Management complete recruitment activities. Development of a recruitment plan continues to be a priority, which will assess the effectiveness of the Division's new strategies.
- The Division participates in Career Fairs to encourage and seek out individuals from diverse backgrounds including individuals with disabilities and from minority backgrounds.
- The Division conducts exit interviews with staff, when possible, to determine whether there are areas of concern affecting staff retention that need to be addressed.

PERSONNEL STANDARDS:

Establishment and maintenance of personnel standards includes the following activities:

- The standards established by the Division for academic requirements of VRCs, Regional Managers, Central Office and Field Services Management include graduation from an accredited university with a Master's Degree in Vocational Rehabilitation Counseling and/or a Certified Rehabilitation Counselor (CRC) designation obtained by the Commission on Rehabilitation Counselor Certification (CRCC).
- Due to the limited pool of recruits for the VRC position we will consider hiring an individual who does not have their Master's Degree in Rehabilitation Counseling or meet the CRC Certification. Before an individual is hired they agree to obtain their Master's in Rehabilitation or be eligible for the CRC Certification within five years of their hire date.
- If we were to hire an individual that does not meet the standards importance is placed on experience and special skills, i.e., Spanish speaking, sign language proficient, extensive employment history that encompasses specialty areas such as Corrections, School Work Transition, etc.
- The Division sets CSPD goals with each individual counselor who does not meet the Division's criteria and progress is recorded semi-annually.
- The attached Division's Comprehensive System of Personnel Development (CSPD) April 2006 outlines the degree/certification status of Vocational Rehabilitation staff.
- There are currently fifty-four (54) VRCs who meet the standard and seventeen (17) who do not meet the standard.
- IDVR provides continued counseling to employees (VRC) on Division expectations for meeting the requirements as defined by Federal regulations of a Qualified Rehabilitation Professional (QRP) and formalized plans for achieving the goal.
- IDVR provides financial support through funding from the Basic Support and In-service Training Grants for coursework to support counselor objectives in meeting CSPD requirements. In FFY 2005, \$2,502.70 was spent to support this effort.

STAFF DEVELOPMENT:

Activities for staff development to ensure all personnel are receiving appropriate and adequate training include the following:

- Tracking, monitoring and reporting individual training and development of all Vocational Rehabilitation staff.
- Annual assessment of training needs conducted to establish priorities and develop programs to meet those needs in compliance with CSPD requirement. Identified areas of need include dual diagnosis, stress management, offender training, supervisory skills, assistive technology, caseload management, critical case questioning, and ethics. Also, training has been developed that includes

foundations of rehabilitation, counseling techniques and ethics as well as participation in local, state, regional and national seminars and conferences on special topics related to VR services and people with disabilities.

- Participation in extensive training for enhancing skills for software application.
- Management development training for VRCs and other staff members to enhance skills for current jobs or future advancement opportunities. Participation in Orientation to Leadership and Emerging Leaders training by Region X CCER Leadership Institute and management and supervisory skill development provided by the Idaho Division of Human Resources.
- Identifying and/or developing staff in particular subject matters to develop potential trainers or facilitators within the Division for staff training. Areas being developed are Caseload Management, Critical Case Questioning, SSA/SSI/SSDI, Adult/Juvenile Corrections, School-Work Transition, Mental Health and Pure State Kidney.
- The Division is in the process of transitioning support staff to a paraprofessional status of VRC Assistants effective July 1, 2006. The transition process will include a comprehensive training program to ensure these personnel have the necessary competencies to perform their new job duties. This move will promote a closer working relationship between VRCs, the VRC Assistants and the clients in the provision of VR services.

COMMUNICATION WITH DIVERSE POPULATIONS:

Activities to ensure employment of personnel who are trained to communicate in special languages are as follows:

- Continued participation in state/regional conferences on Hispanic culture and issues.
- Recruit and place candidates fluent in Spanish for specific areas of the State to serve the needs of the Hispanic community.
- Since Idaho has a separate entity that addresses issues related to low vision and blindness, IDVR does not provide specific training to its staff in Braille.
- Training is provided in the area of deaf and hard of hearing as needed.

COORDINATION OF THE CSPD AND INSERVICE TRAINING:

- An Annual assessment of training needs is completed to establish priorities and develop programs to meet those needs in compliance with CSPD requirements. Identified areas of need included dual diagnosis, stress management, offender training, supervisory skills, assistive technology, and caseload management. The Division has currently trained specific Division staff in caseload management processes and these individuals will serve as in house trainers to other Division staff. The other areas were provided at the 2005 Inservice training that was held in partnership with a local CRP, Community Partnerships, Inc. Other participants included school district personnel, CRP providers, and other professionals.
- There is involvement in the Idaho Interagency Council on Secondary Transition, which promotes interagency cooperative planning, information sharing, and the collaborative use of resources at the state and local level. This Council works to insure that

training needs are adequately identified and then addressed through shared training opportunities. These opportunities include Tools for Life: Secondary Transition and Technology. Jacque Hyatt, Specialist for the Idaho Department of Education Bureau of Special Populations visits approximately five schools each year and invites a VRC to conduct joint trainings with school district personnel, parents, and students with disabilities. Additional activities include VRC attendance at statewide school district transition fairs where they speak with school personnel, parents, and students with disabilities. The Division also provides financial support through Basic Support and In Service training grants for coursework to support counselor objectives in meeting CSPD requirements.

Idaho Division of Vocational Rehabilitation

COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT CHART

<u>Degree</u>	<u>Pursuing Bachelors</u>	<u>Pursuing Masters</u>	<u>Pursuing CRC</u>	<u>Meets RSA Standard (CRC or Masters) *CRC designation</u>
CENTRAL OFFICE				
<u>Ph.D</u>				<u>Graham*</u>
<u>M.Ed.</u>				<u>Cook*</u>
<u>MSW. & M.Ed.</u>				<u>Smith, R.*</u>
<u>M. Coun.</u>				<u>Brindle*</u>
BOISE EAST REGION				
<u>MRC</u>				<u>Thompson*</u>
<u>M.Ed.</u>				<u>Walsh*</u>
<u>M.Ed.</u>				<u>Christopherson*</u>
<u>BS</u>		<u>Richardson</u>		
<u>M.S.</u>				<u>Clarence</u>
<u>M.Ed.</u>				<u>Thomas,</u>
<u>MS</u>			<u>Baldus</u>	<u>Baldus</u>
<u>BA</u>			<u>Ward</u>	<u>Ward</u>
<u>MRC</u>			<u>Grey</u>	<u>Grey</u>
<u>MA</u>			<u>Jones</u>	<u>Jones</u>
BOISE WEST REGION				
<u>BS</u>			<u>Aamodt</u>	<u>Aamodt</u>
<u>MS</u>				<u>Hanchett*</u>
<u>MS</u>				<u>Haugen*</u>
<u>M.Ed.</u>				<u>Barker*</u>
<u>MS</u>				<u>Riley*</u>
<u>MS</u>				<u>Quist*</u>
<u>MS</u>				<u>Clarke*</u>
<u>M.Ed.</u>				<u>Perner*</u>
<u>MA</u>				<u>Donnellan*</u>
<u>MR</u>			<u>Whiting</u>	<u>Whiting</u>

<u>Degree</u>	<u>Pursuing Bachelors</u>	<u>Pursuing Masters</u>	<u>Pursuing CRC</u>	<u>Meets RSA Standard (CRC or Masters) *CRC designation</u>
<u>CALDWELL REGION</u>				
<u>M.Ed.</u>				<u>Craw*</u>
<u>M</u>			<u>Liberty</u>	<u>Liberty</u>
<u>MA</u>				<u>Fleming*</u>
<u>M.Ed.</u>				<u>Hawkes*</u>
<u>M.Ed.</u>			<u>Hutchinson</u>	<u>Hutchinson</u>
<u>MA</u>				<u>Job*</u>
<u>MS</u>			<u>Landon</u>	<u>Landon</u>
<u>MR</u>				<u>Durkee*</u>
<u>M.Ed.</u>			<u>Trees</u>	<u>Trees</u>
<u>B</u>		<u>Sandoval</u>		
<u>MA</u>				<u>Clapp*</u>
<u>COEUR D'ALENE REGION</u>				
<u>M.Ed.</u>				<u>Frazier*</u>
<u>MS</u>				<u>Bishop*</u>
<u>M.Ed.</u>				<u>Egeland*</u>
<u>MS</u>			<u>Wood</u>	<u>Wood</u>
<u>M.Ed.</u>			<u>Bruhn</u>	<u>Bruhn</u>
<u>MA</u>				<u>Hamilton*</u>
<u>BA</u>				<u>Hauser*</u>
<u><B</u>	<u>Howard</u>			
<u>BS</u>		<u>Thibault</u>		
<u>M.Ed.</u>			<u>Bain</u>	<u>Bain</u>
<u>IDAHO FALLS REGION</u>				
<u>MS</u>				<u>Sidwell*</u>
<u>M.Ed.</u>			<u>Sakizzie</u>	<u>Sakizzie</u>
<u>BS</u>		<u>Cantu</u>		
<u>MR</u>				<u>Hofland*</u>
<u>MR</u>				<u>Queen*</u>
<u>MR</u>				<u>Orose*</u>

<u>Degree</u>	<u>Pursuing Bachelors</u>	<u>Pursuing Masters</u>	<u>Pursuing CRC</u>	<u>Meets RSA Standard (CRC or Masters) *CRC designation</u>
<u>IDAHO FALLS REGION</u> <u>CONTINUED</u>				
<u>B</u>				<u>Keller*</u>
<u>MA</u>		<u>Vose</u>		
<u>MA</u>			<u>Carter</u>	<u>Carter</u>
<u>M.Ed.</u>		<u>Jensen</u>		
<u>MR</u>				<u>Leth*</u>
<u>LEWISTON REGION</u>				
<u>MR</u>				<u>Brown*</u>
<u><B</u>	<u>Hollibaugh</u>			
<u>M</u>				<u>Dickerson*</u>
<u>MR</u>				<u>Kinzer*</u>
<u>MR</u>				<u>Pitt*</u>
<u>MR</u>				<u>Sorenson*</u>
<u>M.Ed.</u>				<u>Suez*</u>
<u>POCATELLO REGION</u>				
<u>MR</u>				<u>Barker*</u>
<u>M.Ed.</u>				<u>Gritton*</u>
<u>BS</u>		<u>Regan</u>		
<u>MR</u>				<u>Griffith*</u>
<u>B</u>				<u>Jackson*</u>
<u>B</u>				<u>Lewis*</u>
<u>B</u>				<u>Small*</u>
<u>MR</u>				<u>Huchel*</u>
<u>B</u>		<u>Van Vooren</u>		
<u>B</u>		<u>Colonel</u>		
<u>TWIN FALLS REGION</u>				
<u>MA</u>			<u>Lewis</u>	<u>Lewis,</u>
<u>B</u>		<u>Olsen</u>		
<u>M.Ed.</u>			<u>Drennan</u>	<u>Drennan</u>
<u>B</u>		<u>Pos</u>		

<u>Degree</u>	<u>Pursuing Bachelors</u>	<u>Pursuing Masters</u>	<u>Pursuing CRC</u>	<u>Meets RSA Standard</u> <u>(CRC or Masters)</u> <u>*CRC designation</u>
<u>TWIN FALLS REGION</u> <u>CONTINUED</u>				
<u>MR</u>				<u>Grupe*</u>
<u>M.Ed.</u>			<u>Rodriguez</u>	<u>Rodriguez</u>
<u>B</u>		<u>Culver</u>		
<u>B</u>		<u>Bowles</u>		
<u>B</u>		<u>Kotewa</u>		
<u>TOTALS</u>	<u>2</u>	<u>14</u>	<u>18</u> <u>(3 taking courses to satisfy</u> <u>the CRC requirements)</u>	<u>66</u> <u>(including Central Office</u> <u>Management Staff and</u> <u>Regional Menagers)</u>

Attachment 4.12: ANNUAL STATE GOALS AND REPORTS OF PROGRESS

4.12(a) RESULTS OF COMPREHENSIVE, STATEWIDE ASSESSMENT OF REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES AND NEED TO ESTABLISH, DEVELOP OR IMPROVE COMMUNITY REHABILITATION PROGRAMS

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Division's FFY 2004 assessment of the rehabilitation needs of individuals with disabilities was completed with input from the State Rehabilitation Council (SRC) and revealed the following issues:

INCREASED CASELOADS/REFERRALS

A review of the FFY 2003 statistics revealed that Idaho ranked fourth in the nation for the number of new applicants per million state population. Additionally, the data revealed that the Federal mean number of open service records during the year per counselor FTE was 156.26. During the same year, the Division's mean number of open service records per counselor FTE was 192.40. An optimal caseload size is approximately 170. Discussions with the Division's Regional Managers throughout the State and the SRC supports the concern that the Division's Vocational Rehabilitation Counselors (VRCs) are experiencing an increased volume of referrals. If this trend of increased referrals is not carefully monitored, this situation could eventually have greater implications related to the development of the counseling relationship and thorough client rehabilitation need assessment.

INCREASE IN UNSUCCESSFUL CLOSURES

In 2004, the Division will fall short of Performance Indicator 1.2 with a score of 54.5%. A review of the Division's performance statistics indicates that an increase in unsuccessful closures, especially after the IPE has been developed, is occurring in every region across the state. This situation is likely systemic in nature.

MARKETING/EMPLOYER DEVELOPMENT

All Administrative Reviews completed in 2004 indicated a lack of contact between the Division's staff and employers. Small businesses encompass the majority of employers within Idaho. Strengthening the relationship between the Division and employers is important to ensure individuals with disabilities have the widest possible employment options available.

FUNDING

The Division is concerned with the limited financial resources available given the ever-increasing numbers of individuals with disabilities seeking VR assistance, especially those with the most significant disabilities. Funding issues may well move the Division toward an Order of Selection thereby decreasing the number of individuals with disabilities who are eligible for Vocational Rehabilitation services that can be served by the Division.

SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

During FFY 2004, \$300,000 was available for CSE as the Division was only able to contribute minimally to supplement these funds. With the number of individuals seeking this strategy steadily increasing, additional funding may be necessary to ensure this need can be adequately met.

SERVICE NEEDS OF MINORITIES

In the State of Idaho, there are three (3) tribal VR programs, each of which has had periods of instability and low productivity. The expertise of the Division has been offered repeatedly to the three (3) programs with mixed success. The Division understands the need to continue efforts to support the Tribal VR Programs in their ability to serve the tribal population they are tasked to serve.

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

Idaho ranks second in the nation in the number of people incarcerated per population. Tom Beauclair, Director of the Idaho Department of Correction (IDOC) has stated that each year, 25% of the Idaho prison population will be released back into the community. Most have disabilities, which include mental illness, substance abuse, developmental disabilities, learning disabilities, and orthopedic disabilities. Many of these have impediments to employment caused by disability. Not all of these individuals, however,

will require VR services as they may have a previous work history, received retraining through the corrections system or have employment quickly upon release from the institution. Others will commit new crimes or violate the terms of their probation and be reincarcerated.

Seven (7) of the Division's eight (8) Regional Managers report a sharp increase in the number of individuals with disabilities from the Corrections population applying for services. Counselor workloads throughout the state are burgeoning in part due to this influx. Currently, 61% of VR clients being served with a Corrections connection meet MSD criteria. If IDVR were to go to an Order of Selection, many of these individuals would continue to meet the priorities for services.

The One-Stop Centers continue to be physically and programmatically inaccessible to many individuals with disabilities. While the Division participates on a regular basis in providing services through the One-Stop Centers, there remain barriers to ensure resources between WIA/One-Stop Centers and the Division are maximally utilized.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

STATUS OF COMMUNITY REHABILITATION PROGRAMS

There are currently forty (40) Community Rehabilitation Programs (CRPs) in Idaho serving both metropolitan and rural areas of the state.

4.12 (b) ANNUAL ESTIMATES OF INDIVIDUALS TO BE SERVED AND COSTS OF SERVICES

Annual Estimates of Individuals to be served and costs of services:

YEAR	EST. OF SERVED	EST. COST
FFY 2006	13,401	\$9,394,101
FFY 2007	13,535	\$9,772,270
FFY 2008	13,670	\$10,170,480
FFY 2009	13,807	\$10,576,162
FFY 2010	13,945	\$11,002,605

In FFY 2005, the Division served approximately 12,476 eligible individuals with disabilities. In FFY 2006, the Division will serve approximately 13,401 eligible individuals at a cost of \$9,394,101.

In 2005, 4,632 individuals were eligible before plan and received services under Title I. The Division spent approximately \$362,105 in services under Title VI, part B.

IDVR is not in an Order of Selection.

USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

The School-Work Transition Program in the Mountain View School District is in the last year of a three-year contract. This project continues to function properly and the participating School Districts remain pleased with IDVR's presence.

IDVR provided \$23,930.72 in FFY 2005 for the SRC. The SRC has added several new members appointed by the Governor, as per the 1998 Amendments to the Rehabilitation Act. IDVR continues to work closely with the Council to assist them in achieving their mandate.

IDVR is not in an Order of Selection.

4.12 (c)(1) STATES GOALS AND PRIORITIES

IDVR continually reviews its progress in meeting the Federal Performance Indicators in developing its State Goals and Priorities.

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Division meets with the State Rehabilitation Council (SRC) on a quarterly basis where Division staff share the State goals and priorities and input is solicited from the Council. The Division regularly consults with the Council regarding the development, implementation and revision of State policies and procedures pertaining to the provision of Vocational Rehabilitation services. The Chairman of the SRC also participates in the annual statewide needs assessment held during the IDVR January Management Meeting in Boise.

The SRC and the Division are building a specific communication plan designed to better manage the relationship between the two (2) organizations. One component of the plan is for the Division's Administrator and the SRC Chairman to communicate by phone at a minimum of once every two (2) weeks to discuss on-going items of concern. Every new policy developed by the Division is submitted to the SRC for discussion. It is not a "rubber stamp" approach as the discussions typically occur prior to the final draft of the policy. On occasion, the SRC will vote on a policy change by the Division after discussion is concluded. If timeliness is a concern, the SRC receives information on important items by e-mail. Some of the SRC business is conducted through the use of e-mail.

SRC members, especially the Chairman, are invited to IDVR's quarterly management meetings. In these meetings, the opportunity is afforded for interaction with Division Management Staff. In this manner, the Division is working to seriously obtain input from the SRC. The SRC is invited and encouraged to attend and participate in national and regional meetings. For example, SRC members have attended the last several regional and national CSAVR meetings.

Recently the Division implemented an internal videoconference system to more effectively communicate with all Division Field Staff. The SRC will also begin using this video network for conducting business. The system is likely to positively affect the bottom line cost of the SRC and to allow more frequent visual meetings among SRC members.

Additional communication and process options will be reviewed during the next few months. A formalized communication plan is presently under development.

INCREASED CASELOADS/REFERRALS

It is evident that in order to keep counselor caseload sizes to approximately 170 (one hundred seventy), there is an immediate need for additional counseling staff. There is a need to assess the reasons why caseloads have increased dramatically, especially with regards to referrals. To ensure that Performance Indicator 1.1, the number of individuals achieving employment outcomes during the current performance period compared to the number from the previous performance period continues to be met, an optimal caseload size of approximately 170 is desirable. Higher caseload numbers could eventually have greater implications related to the development of the counseling relationship and thorough client rehabilitation need assessment which would then affect the ultimate success of the clients in achieving their rehabilitation goals.

UNSUCCESSFUL CLOSURES

The Division plans to further investigate the causes for the increase in unsuccessful closures. Also related to Performance Indicator 1.1, the Division's performance statistics indicate an increase in unsuccessful closures, especially after the IPE has been developed in every region across the state. This is critical to better understand the reasons why this phenomenon is occurring as it will ultimately affect the agencies ability to continue to achieve successful outcomes.

MARKETING/EMPLOYER DEVELOPMENT

All of the Division's Regional Managers indicate the need for more effective employer development on the part of the Division.

FUNDING

The Division needs to investigate the correlation between the increase in caseloads and referrals and how this increase may be impacting funding for training. The Division also needs to assess strategies for utilizing comparable benefits and collaborating with partners more fully.

SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

With the switch of the Work Services/CSE Long Term Funding program oversight to the Division, performance needs to be assessed to determine whether changes in the way the program is being administered have increased efficiency. The Division will also need to assess other avenues that might provide additional resources.

SERVICE NEEDS OF MINORITIES

IDVR needs to assess specific activities that will further strengthen the cooperative relationship with the 121 Tribal VR Programs.

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

The Division needs to seek collaborative activities with IDOC to better manage the influx in the Corrections population applying for services.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The Division needs to develop specific strategies to ensure resources between WIA/One-Stops and IDVR are maximally utilized.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

There are currently adequate services available through Community Rehabilitation Programs (CRPs) in both the rural and metropolitan areas of the State through joint funding efforts. IDVR has worked closely with the CRPs to enhance existing community based services and outreach activities.

4.12 (c)(3) GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI, PART B FUNDS

IDVR receives \$297,000 annually in Title VI, Part B funds for Supported Employment. All of these funds are allotted as direct client service funds to all IDVR Regional Offices. Individuals receiving services under this funding are generally dealing with multiple issues that include taking longer to learn job tasks, job appropriate behavior, interaction with the supervisor, how to deal with the changes on the job such as tasks, coworkers, supervisors as well as transportation issues.

4.12(d) STATE'S STRATEGIES AND USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

(1) TO ADDRESS NEEDS IDENTIFIED IN THE COMPREHENSIVE ASSESSMENT AND TO ACHIEVE IDENTIFIED GOALS AND PRIORITIES

In setting the goals and priorities for the Division to ensure that the rehabilitation needs of Idahoans with disabilities are met, the Federal Standards and Indicators are considered.

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

ASSISTIVE TECHNOLOGY/UTILIZATION AND STRATEGIES

Strategy I

To ensure that a standardized system of assistive technology is available statewide, IDVR has established a specific policy on the usage of assistive technology resources. IDVR manual describes the use of assistive technology at any time in the rehabilitation process. The manual also includes a series of comprehensive fact sheets provided by the Idaho Assistive Technology Project

outlining resources, descriptions of devices and their applicability, common disabilities that require the use of rehabilitation technology, federal legislation related to assistive technology, the Americans with disability Act, web sites for parents, the rehab act of 1992, low interest loan programs., and direct links to the Idaho Assistive Technology Project web site. The manual is available in print and online to all VR staff.

INCREASED CASELOADS/REFERRALS

Strategy I

It in order to obtain additional staff positions, the Division will continue to work closely with the Idaho Legislature to substantiate the need for additional FTPs as well as additional funding for case services. IDVR will persist in meeting with members of the Legislature before the new session begins in January 2007 to better inform them of how the additional positions relate to addressing the Vocational Rehabilitation needs of Idahoans with disabilities. IDVR will also share the financial impact of returning Idahoans with disabilities to employment has on the Idaho economy in terms of taxes paid and reductions in social program payments.

Strategy II

In order to improve the service delivery process as a whole and specifically address the issue of increased caseloads/referrals which impacts Standard and Indicator 1.1, the Division has restructured its management configuration. There will now be a Chief of Field Services and three Field Services Managers who will provide oversight to the other six (6) Regional Managers. This management structure design supports increased direction, oversight and accountability of Regional Managers while also strengthening the working relationship with the IDVR Central Office. This structural change will be periodically monitored to assess its effectiveness.

Strategy III

A Corrections Region has been created to better address the increasing Corrections population in Idaho applying for VR services. With the new management configuration, the Corrections Regional Manager will be assessing the specific needs of this population as well as available resources to effectively address them. Although sporadic joint quarterly meetings have been held between VR and the Idaho Department of Correction (IDOC) personnel covering the Ada and Canyon County areas, these have not been as frequent nor as organized as effectively as they might otherwise have been. During the upcoming year, these meetings will be better organized and will provide education about the referral process, eligibility criteria, identification of available resources, best practices and to basically build closer interpersonal relationships between IDVR and IDOC staff. Research is also planned to assess trends relating to the Corrections population, especially with regards to employers who have previously hired individuals who have been involved in the Correctional system. This information will be utilized to develop an approach for better employer development and will have a positive impact on Performance Indicator 1.3.

Strategy IV

The Division plans to hold Caseload Management (CLM) and Critical Case Questioning (CCQ) training whenever there are between 12-16 new counselors, which will probably be every 6 – 12 months. There are also plans to include CLM and CCQ training for support staff as part of the position reclassification process and have counselor/support staff teams attend this training together.

Strategy V

Critical Case Documentation templates were developed to standardize Division policies and procedures as well as to ensure good practice, especially in regards to individuals with disabilities who may be applying for services. Training in the effective usage of these templates will be provided to each of the nine (9) IDVR Regions statewide. Periodic monitoring will take place to ensure that these templates are being used appropriately. During the next year, an IDVR Manual of Operations will also be completed that will offer further guidance as to the policies and procedures as well as best practices, which will provide guidance as needed. This will also be of assistance to IDVR staff to ensure that individuals applying for VR services obtain the assistance they require or are referred to more appropriate resources.

UNSUCCESSFUL CLOSURES**Strategy I**

The change in policy related to the four (4) month time limit for moving cases from eligibility status to plan status has been changed to a six (6) month time limit. The Division will continue to monitor this time limit change closely to determine its effectiveness in lowering the number of unsuccessful closures and positively impacting Performance Indicator 1.2.

Strategy II

Critical Case Documentation templates were developed to standardize Division policies and procedures as well as to ensure good practice, especially in the area of the comprehensive assessment to ensure that all rehabilitation needs have been addressed during the planning of the rehabilitation process. Training in the effective usage of these templates is currently taking place for all of the nine (9) regions of the state. Monitoring will continue to ensure that these templates are being used appropriately.

Strategy III

Regional Managers will work closely with the Field Services Managers in best case practices training as well as effective case review techniques to ensure that adequate client contact occurs throughout the case, but that appropriate resources are also being utilized.

MARKETING/EMPLOYER DEVELOPMENT

Strategy I

IDVR will develop a statewide plan for employer marketing, especially in regards to the formation of an Employer Network within the State of Idaho.

Strategy II

IDVR will remain an active participant in the National Employer Conferences to support networking opportunities.

Strategy III

IDVR has become an active participant in the VR Business Network supported by the Council of State Administrators of Vocational Rehabilitation (CSAVR) by establishing a liaison who will participate in the VR Business Network. The Division has also provided support to the VR Business Network in the amount of \$5000.00 for the first year of this initiative.

Strategy IV

A pilot project of a Vocational Rehabilitation Assistant taking on part time duties as a Job Developer has been implemented in the Lewiston Region. Assessment will continue as to the effectiveness of this position in increasing employer contacts as well as increase employment opportunities for clients.

Strategy V

IDVR created a full time position of Job Developer for the Boise West Office whose primary responsibility is to develop employer relationships and assist Vocational Rehabilitation Counselors in placing clients. The criteria for assessing the effectiveness of this position will include the number of client placements, and the effect this service might have on CRP utilization and costs.

FUNDING

Strategy I

The Division has determined that the use of the SSA Work Incentive Plan for Achieving Self Support (PASS Plans) is an integral part of the rehabilitation process for many clients who are SSA beneficiaries. IDVR will apply for the Work Incentives Planning and Assistance grant to provide direct service provision to clients who are also SSA beneficiaries who are interested in returning to employment and assist them in the effective use of SSA Work Incentives thus positively impacting Indicator 1.4 and 1.6

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

Strategy I

The Division will provide continuing education to the Idaho Department of Correction (IDOC) through quarterly meetings about the mission and purpose of Vocational Rehabilitation services to ensure more appropriate referrals of IDOC clients.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

Strategy I

If the Division is successful in its application for the WIPA grant, the Division will create an even closer working relationship with statewide WIA/One-Stop Centers as well as address the coordination of resources in serving client needs.

Strategy II

IDVR will continue to serve on the Workforce Development Board and in this capacity assist in the development of a new Memorandum of Agreement to further maximize this partnership in serving individuals with disabilities.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

IDVR has developed a pilot project with several Community Rehabilitation Programs (CRPs) to help determine a more effective means of service delivery between a provider and the state agency. Payments for services will be made in four (4) installments to the respective CRP. The first installment will be made at the time of the referral to the CRP for site development in the amount of \$500. The second installment will be made at the time of placement into a training/adjustment site for the amount of \$800. The third installment in the amount of \$600 will be made at the point of consensus among the employer, client and CRP that stabilization has occurred at the training/adjustment site and competitive employment has been secured. The fourth installment in the amount of \$700 will be made at the completion of ninety (90) days of follow-along resulting in successful employment. The total of the four (4) installment payments for services rendered will equal \$2600 for each client regardless of the time required for service completion during the site development, placement and stabilization periods. Statistics about the outcomes of this project will be obtained and analyzed as to the effectiveness of this project and whether to extend this approach to other area CRPs.

(2) TO CARRY OUT OUTREACH ACTIVITIES TO IDENTIFY AND SERVE INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES WHO ARE MINORITIES

Strategy I

The Division will meet with the Tribal VR programs and discuss their specific needs and determine how the Division can best support these programs. The Division will then disseminate this information to the appropriate staff and monitor these activities to further strengthen the cooperative relationship with the 121 Tribal VR Programs. The Division liaison will continue to work with the tribal VR programs to develop a closer working relationship that includes timely communication, program guidance and direction should issues arise. This individual along with a counselor who also works extensively with the tribal VR program will also attend the annual Consortia of Administrators of Native American Rehabilitation (CANAR) conference to increase their understanding of the needs of this population as well as offer networking opportunities.

Strategy II

Steady progress has been made in this the third year of the MSFW grant toward developing a self-supporting service network targeting the specific employment needs of the MSFWs with disabilities and their families, increasing career track employment opportunities, improving economic status and promoting greater integration into the prevailing culture primarily through the efforts of the bi-lingual, bi-cultural Migrant Service Coordinator (MSC). While the MSC has accomplished the primary marketing duties and is transitioning well into the Service Provision Phase, it is understandable that the focus during the next year of the grant will be ensuring that the responsibility for maintaining those resources and partnerships will rest with the MSFW Counselors.

(3) TO OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM

Since 07/01/2004, the Extended Employment Services Program (EES) under IDVR is the main provider of long-term support, although those clients who qualify for the DD waiver can use Medicaid funds. At the time of the transfer of the EES program from the Department of Health and Welfare to IDVR, the Governor's Office set two directives for the program. The EES program was to more carefully address fiscal accountability and secondly, to be proactive in assisting clients in moving toward community based employment. The two full-time staff assigned to the EES have focused on these issues through timely tracking of utilization of funds, standardizing reports on employment information and individual plans, monitoring the number of clients served by the program (Work Services and Community Supported Employment). EES staff continue to work closely with the Community Rehabilitation Programs (CRPs) providing long-term support and are currently engaged with stakeholders in writing draft rules for the EES program to present for confirmation to the Idaho Legislature in the 2007 session. Through coordination of efforts with CRPs, the Legislature increased the state general fund appropriation to \$4,226,400.00 for State Fiscal Year 2007.

The EES Program was moved under the administration of the Idaho Division of Vocational Rehabilitation on July 1, 2004. The EES fiscal year 2005 spanned eleven (11) months, beginning July 1, 2004 and ending May 31, 2005. Subsequent fiscal years will be the twelve (12) months beginning June 1 and ending May 31.

To enhance the accuracy and consistency of tracking and comparing program information from year to year, the numbers of client records will be used rather than numbers of clients served. An individual may have more than one (1) record if they receive two (2) separate services, receive services from 2 separate agencies, or are closed from services and later reopened.

On July 1, 2004, the EES Program had an active client record list numbering 1203. 200/1203 of these were on the waiting list for EES services. In addition, EES received 445 referrals for services bringing the active client record total for Federal Fiscal Year 2005 to 1648. At the end of the fiscal year, the waiting list numbered 250 indicating 395 moved off the waiting list during the year.

4.12 (e) EVALUATION AND REPORT OF PROGRESS IN ACHIEVING IDENTIFIED GOALS AND PRIORITIES AND USE OF TITLE I FUNDS FOR THE INNOVATION AND EXPANSION ACTIVITIES OF THE STATE IN CARRYING OUT THE VOCATIONAL REHABILITATION AND SUPPORTED EMPLOYMENT PROGRAMS.

REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Idaho Division of Vocational Rehabilitation maintains an effective working relationship with the State Rehabilitation Council (SRC) to ensure that the rehabilitation needs of individuals with disabilities are effectively communicated. The Division meets with the SRC on a quarterly basis where Division staff share the State goals and priorities and input is solicited from the Council. The Division regularly consults with the Council regarding the development, implementation and revision of State policies and procedures pertaining to the provision of Vocational Rehabilitation services.

The SRC and the Division built a specific communication plan designed to better manage the relationship between the two organizations. One component of the plan is for the Division's Administrator and the SRC Chairman to communicate by phone at a minimum of once every two weeks to discuss on-going items of concern. This has worked relatively well in maintaining communication. Every new policy developed by the Division is submitted to the SRC for discussion. Discussions typically occur prior to the final draft of the policy. On occasion, the SRC will vote on a policy change by the Division after discussion is concluded. If timeliness is a concern, the SRC receives information on important items by e-mail. Some of the SRC business is also conducted through the use of e-mail.

SRC members, especially the Chairman, are invited to IDVR's quarterly management meetings. In these meetings, the opportunity is afforded for interaction with Division Management Staff. The SRC is invited and encouraged to attend and participate in national and regional meetings as well. For example, SRC members have attended the last several regional and national CSAVR meetings.

INCREASED CASELOADS/REFERRALS

The Division worked closely with the 2005 and 2006 Idaho Legislature to substantiate the need for additional positions and accompanying funding for case services. IDVR was not able to secure the requested positions.

In order to improve the service delivery process as a whole, address Indicators 1.1 and 1.2 and specifically address the issue of increased caseloads/referrals, the Division restructured its management configuration. There will now be a Chief of Field Services and two Field Services Managers who will provide oversight to the other seven (7) Regional Managers. This management structure design supports increased direction, oversight and accountability of Regional Managers while also strengthening the working relationship with the IDVR Central Office.

The Division began statewide quarterly informational meetings to educate Idaho Department of Correction staff and clientele about the purpose and mission of VR. This has contributed to a decrease in new applications noted. In 2004, there were 1158 new Corrections applications taken and in 2005, there were 1090 new applications taken, a decrease of 68 cases.

The Division also sent two counselors to the Caseload Management (CLM) Training through RRCEP with the intention of having these individuals serve as trainers to other Idaho VR staff. CLM training was held on April 6 & 7, 2006 for sixteen (16) IDVR staff. A decrease has been noted in the numbers of new applications taken. In 2004, 6073 new applications were taken and in 2005, 5486 new applications were taken, a decrease of approximately 587.

Idaho's economy has been significantly improving for the last two (2) years and appears to be leveling off to a more sustainable economy. Idaho's seasonally adjusted unemployment rate edged upward slightly to 3.5 percent in May, but still remains 1.1 percentage points below the national rate of 4.6 percent. While there were fluctuations in the labor figures for Idaho, the employment situation was essentially unchanged. During periods where jobs are readily available, there appears to be less need for Vocational Rehabilitation services as there is when it was very difficult to find employment, especially for individuals with disabilities.

UNSUCCESSFUL CLOSURES

The Division changed the time frame of the policy concerning the movement of cases from eligibility to plan from four (4) months to six (6) months with the expectation that Indicator 1.2 would be positively impacted. There has been an improvement noted in unsuccessful closures. In 2004, there were 3870 unsuccessful case closures and in 2005, there were 3566, a decrease of 304 unsuccessful case closures.

MARKETING/EMPLOYER DEVELOPMENT

During 2005, the Idaho Division of Vocational Rehabilitation was able to partner with Idaho Division of Medicaid to hold seven (7) statewide employer symposiums. IDVR contracted with RBCI, Inc., to assist with this effort. In reviewing the overall impact of the employer symposiums, it was found that there were more than 159 symposium attendees (those who actually signed in), 2200 letters mailed to employers with basic information about how VR might assist them, and more than 192 direct phone calls made to employers. Announcements about the symposiums also appeared in the Coeur d'Alene Press, Lewiston Tribune, Idaho Statesman, Idaho State Journal, and Post Register, whose reader base numbers in the hundreds of thousands. These various contacts reached many employers who previously had no idea what VR did or how VR might assist them in their businesses.

As part of the preparation for the employer symposiums that were held this year, the Division reviewed and revised several of its marketing materials, especially in regards to employers. These will continue to be used as part of the plan for IDVR to more effectively market Idaho's employers.

FUNDING

The Idaho Division of Vocational Rehabilitation, in partnership with Idaho Medicaid, was able to develop a pilot project to assess the effectiveness of dedicated PASS Plan writers for IDVR clients. The purpose of implementing the PASS Plan (Plan for Achieving Self Support) and Benefit Specialists Project was to provide resources to VR staff/clients for utilizing SSA Work Incentives, i.e., PASS Plans to assist in funding expenses related to their rehabilitation needs and to assess the usage of this service. Using PASS Plans for costs associated with the client's rehabilitation plan, it was felt, had enormous financial advantages to IDVR by conserving resources. This would allow IDVR to continue to serve the increasing numbers of clients who are eligible for services despite limited financial resources. Two (2) individuals were hired by IDVR as part time temporary PASS Plan and Benefit Specialists, working an average of nineteen (19) hours per week, assisting IDVR staff in assessing the appropriateness of their clients, who were currently receiving SSI, SSDI, or both, for PASS Plans. Once prospective clients were identified, the PASS Plan and Benefit Specialist, in partnership with the IDVR Counselor would write PASS Plans for the clients. There were a total of eighty-eight (88) referrals made, nineteen (19)

PASS plans written of which nine (9) PASS plans were approved. A total of \$108,285.00 was realized during the time frame of the project based on documentation verifying PASS Plan approval, with \$244,570.97 as possibly being covered through PASS Plans already written during the project. It is obvious that PASS Plans can offer an additional avenue as a comparable benefit to IDVR.

The MSFW grant also provides additional funding in order to serve more individuals with disabilities by providing \$127,000. This will enhance the outcome of Indicator 2.1. Steady progress has been experienced in this the third year of the MSFW grant. Great strides have been made in developing a self-supporting service network targeting the specific employment needs of the MSFWs with disabilities and their families, increased career track employment opportunities, improved economic status and greater integration into the prevailing culture. The bi-lingual, bi-cultural Migrant Service Coordinator (MSC) has done well in meeting the objectives established for the marketing phase of the project in moving services to the Bannock/Oneida/Power County areas of the state, while also continuing to maintain service provision in the Twin Falls/Burley area. Closer working relationships and linkages are being established with Adult Basic Education, One-Stop Career Centers, Idaho Department of Labor, and the Idaho Migrant Council as well as other relevant Partners. Numerous contacts have been made with area employers, which have played a primary role in the placement of at least three (3) MSFWs with disabilities this year. The highly individualized service coordination that the MSC provides has been instrumental in family members of MSFWs with disabilities having access to services they need to further support the rehabilitation process.

Challenges experienced by the project are related primarily to the limited time resources of the MSC and the huge area that needs to be covered. While the MSC has accomplished the primary marketing duties and is transitioning well into the Service Provision Phase, it is understandable that the focus during the next year of the grant will be ensuring that the responsibility for maintaining those resources and partnerships will rest with the MSFW Counselors.

The project is doing well in terms of the numbers of MSFWs with disabilities served to date (191) and the numbers of family members of MSFWs with disabilities receiving services to date (58). The area that is much more challenging is the numbers of MSFWs with disabilities rehabilitated to date (22).

Another cooperative agreement was developed with The Department of Juvenile Corrections (IDJC) that provided an additional \$41,900 to provide comprehensive Vocational Rehabilitation services to juvenile offenders in an IDJC institution and in the community to prepare them for re-entry into the community. This, the first year of the agreement went very well and another such agreement is being drafted currently to continue the partnership.

SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

Since 07/01/2004, the Extended Employment Services Program (EES) under IDVR is the main provider of long-term support, although those clients who qualify for the DD waiver can use Medicaid funds. At the time of the transfer of the EES program from the Department of Health and Welfare to IDVR, the Governor's Office set two directives for the program. The EES program was to more carefully address fiscal accountability and secondly, to be proactive in assisting clients in moving toward community based employment. The two full-time staff assigned to the EES have focused on these issues through timely tracking of utilization of funds, standardizing reports on employment information and individual plans, monitoring the number of clients served by the program (Work Services and Community Supported Employment). EES staff continue to work closely with the Community Rehabilitation Programs (CRPs) providing long-term support and are currently engaged with stakeholders in writing draft rules for the EES program to present for confirmation to the Idaho Legislature in the 2007 session. Through coordination of efforts with CRPs, the Legislature increased the state general fund appropriation to \$4,226,400.00 for State Fiscal Year 2007.

The EES Program was moved under the administration of the Idaho Division of Vocational Rehabilitation on July 1, 2004. The EES fiscal year 2005 spanned eleven (11) months, beginning July 1, 2004 and ending May 31, 2005. Subsequent fiscal years will be the twelve (12) months beginning June 1 and ending May 31.

To enhance the accuracy and consistency of tracking and comparing program information from year to year, the numbers of client records will be used rather than numbers of clients served. An individual may have more than one (1) record if they receive two (2) separate services, receive services from 2 separate agencies, or are closed from services and later reopened.

On July 1, 2004, the EES Program had an active client record list numbering 1203. 200/1203 of these were on the waiting list for EES services. In addition, EES received 445 referrals for services bringing the active client record total for Federal Fiscal Year 2005 to 1648. At the end of the fiscal year, the waiting list numbered 250 indicating 395 moved off the waiting list during the year.

SERVICE NEEDS OF MINORITIES

In the State of Idaho, there are only two 121 tribal VR programs still in operation since the Shoshone Bannock tribe did not have their grant renewed. Each program continues to struggle in serving the needs of the individuals they serve. In an attempt to strengthen these

programs and the relationship between these programs and IDVR, the Division has extended an invitation to the tribal VR program managers to attend Division quarterly management meetings. A specific Division liaison has been established to work with the tribal VR programs to ensure timely communication, program guidance and direction should issues arise. This individual will be attending the annual CANAR conference to increase his understanding of the needs of this population as well as offer networking opportunities. The individuals who had been served under the Shoshone-Bannock tribal VR grant have been offered the opportunity of applying for services through the IDVR to ensure services continue to be available to these individuals and to help ensure the agency is adequately addressing Indicator 2.1.

Idaho continues to experience substantial growth in its demographic population of Hispanics/Latinos. Idaho Hispanic population growth is four times that of the non-Hispanic population. The Migrant Counselor in the Treasure Valley area continues her association with resources available to Migrant Seasonal Farm Workers and the Hispanic population. These include the Farm Worker Counsel Committee, Interagency Counsel, The Idaho Migrant Counsel, the Hispanic Cultural Center, and Salud Y Provecho. She also continues to participate in a radio broadcast, which was taped and is now broadcast occasionally. She also took part in the Winter Homeless Assistance held at O'Connor Field House. She also presented at local ESL Classes as well as at the Domestic Violence, Alcohol and Drug Abuse classes held at the Idaho Migrant Council.

Steady progress has been experienced in this the third year of the MSFW grant. Great strides have been made in developing a self-supporting service network targeting the specific employment needs of the MSFWs with disabilities and their families, increased career track employment opportunities, improved economic status and greater integration into the prevailing culture. The bi-lingual, bi-cultural Migrant Service Coordinator (MSC) has done well in meeting the objectives established for the marketing phase of the project in moving services to the Bannock/Oneida/Power County areas of the state, while also continuing to maintain service provision in the Twin Falls/Burley area. Closer working relationships and linkages are being established with Adult Basic Education, One-Stop Career Centers, Idaho Department of Labor, and the Idaho Migrant Council as well as other relevant Partners. Numerous contacts have been made with area employers, which have played a primary role in the placement of at least three (3) MSFWs with disabilities this year. The highly individualized service coordination that the MSC provides has been instrumental in family members of MSFWs with disabilities having access to services they need to further support the rehabilitation process.

Challenges experienced by the project are related primarily to the limited time resources of the MSC and the huge area that needs to be covered. While the MSC has accomplished the primary marketing duties and is transitioning well into the Service Provision Phase, it is understandable that the focus during the next year of the grant will be ensuring that the responsibility for maintaining those resources and partnerships will rest with the MSFW Counselors.

The project is doing well in terms of the numbers of MSFWs with disabilities served to date (191) and the numbers of family members of MSFWs with disabilities receiving services to date (58). The area that is much more challenging is the numbers of MSFWs with disabilities rehabilitated to date (22).

SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

The Corrections population continues to be a major source of challenge in regard to rehabilitation needs and successful outcomes. In 2004, IDVR had 341 successful corrections case closures, while in 2005; only 316 successful case closures were noted. Since Idaho continues to rank near the top of national statistics in regard to people incarcerated per population, further effort is necessary to effectively address this issue. IDVR has established a specific region in the Treasure Valley designed to target this population. The intended goal is to serve this population more effectively and to create closer ties with the Idaho Department of Corrections in an effort to utilize the resources of both programs efficiently. IDVR created a region that deals only with the Corrections caseloads. By combining these caseloads and having a Regional Manager who has a long history of successfully serving this population, an improvement in services is expected. The Division continues to provide ongoing education to the Idaho Department of Correction (IDOC) about the mission and purpose of Vocational Rehabilitation services to ensure more appropriate referrals of IDOC clients. Finally, this change will also provide the conduit to strengthen the relationship with the IDOC, which will assist in developing additional service contracts with the IDOC.

The grant that was written that would have provided funding for transitional housing and multiple supports for VR clients transitioning from the Correctional Institution to the community was unfortunately, unsuccessful.

SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

A recent consultation with Regional Managers and participating staff revealed significant progress in strengthening the relationship between the One Stops and IDVR. Core services have been identified and delegated among the respective WIA partners to promote a solid partnership of sharing resources to better serve individuals with disabilities. Although each IDVR region has unique needs and issues, the partners have created individualized approaches to the service delivery process that has increased the efficient utilization of resources.

STATUS OF COMMUNITY REHABILITATION PROGRAMS

IDVR developed a pilot project with several Community Rehabilitation Programs to help determine a more effective means of service delivery between a provider and the state agency. Payments for services are made in four installments to the respective CRP. Since this is a new project, statistics about the outcomes of this project will be obtained and analyzed as to the effectiveness of this project and whether to extend this approach to other area CRPs.

STATUS OF EVALUATION STANDARDS AND PERFORMANCE INDICATORS

Current status of IDVR's Standards and Performance Indicators reveals:

Evaluation Standard 1: Employment Outcomes

Performance Indicator 1.1:

The number of individuals achieving employment outcomes during the current performance period compared to the number from the previous performance period. 1907 Passed.

Performance Indicator 1.2:

The Percentage of Individuals Receiving Services Under an Individualized Plan for Employment Who Achieve Employment Outcomes. 58.4% Passed

Performance Indicator 1.3:

Competitive employment outcomes as a percentage of all employment outcomes. 99.7% Passed

Performance Indicator 1.4:

Competitive Employment Outcomes for Individuals with Significant Disabilities as a Percentage of all Individuals with Competitive Employment Outcomes. 97.2% Passed

Performance Indicator 1.5:

The Ratio of the Average VR Hourly Wage to the Average State Hourly Wage. .69 Passed

Performance Indicator 1.6:

The Percentage of Individuals Achieving Competitive Employment Outcomes Who Report Their Own Income as the Primary Source of Support at Application Compared to at Closure. 68.9% Passed

Evaluation Standard 2: Equal Access to Services

Performance Indicator 2.1:

Access to Services for Minorities as Measured by the Ratio of the Minority Service Rate to the Non-Minority Service Rate. 1.01 Passed

Attachment 7.3

QUALITY, SCOPE AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

The purpose of the Community Supported Employment (CSE) Program is to provide Supported Employment Services for individuals with the most significant disabilities and to assist them to achieve a Supported Employment Outcome in an integrated setting.

An individual shall be eligible to receive Supported Employment Services if the individual is eligible for Vocational Rehabilitation Services and is determined to be an individual with a most significant disability. In Idaho, this includes developmental disabilities, mental illness, traumatic brain injuries and severe learning disabilities.

Once it is determined that a Supported Employment Strategy is the most realistic way to assist an individual in achieving an employment outcome, Vocational Rehabilitation Services that are relevant to securing and retaining employment are provided to the individual.

These services, which include job coaching, are provided for individuals until they are ready to successfully transition to long-term support to retain their employment outcomes.

All Supported Employment Services are provided by qualified Community Rehabilitation Programs (CRPs) who have demonstrated the capacity to provide the service and are Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation Systems (RSAS) accredited. Supported Employment Services are purchased through Title VI-C and Title 110 funds.

Current Idaho Division of Vocational Rehabilitation (IDVR) policy and the Federal regulations require a third party commitment in writing, to designate the long-term support provider. Since 07/01/2004, the Extended Employment Services (EES) Program under the IDVR is the main provider of long-term support, although those clients who qualify for the DD waiver can use Medicaid funds. A CSE client may only be transitioned to long-term support based on an assessment of rehabilitation goal achievement and job stability. Periodic monitoring occurs to ensure that each individual receiving Supported Employment Services is making satisfactory progress.

The IDVR continues to improve the quality of Supported Employment Services. At the time of the transfer of the EES Program from the Idaho Department of Health and Welfare to IDVR, the Governor's Office set two directives for the program. The EES Program was to more carefully address fiscal accountability and secondly, to be proactive in assisting clients in moving toward community

based employment. The two full-time staff assigned to EES have focused on these issues through timely tracking of utilization of funds, standardizing reports on employment information and individual plans, and monitoring the number of clients served by the program (Work Services and Community Supported Employment (CSE)). A task force was convened to help make the transition as smooth as possible for the clients receiving services and to set out some directions for the future of the program.

During the first year, the emphasis was on maintaining the level of service to existing clients, moving individuals off the waiting list as soon as funding was available and setting up a system to acquire data from which to establish baselines. EES Program staff traveled statewide and conducted orientation and training sessions with each Community Rehabilitation Provider agency and the IDVR regional offices.

A client/provider database was purchased and demographic and service data on existing clients were entered. Aggregate data, i.e., average number of clients receiving CSE services per month in FFY 2005 ($492/940=52\%$), can now be tracked. Funds are evenly distributed between CSE and Work Services. This provides a minimal baseline against which to compare future data. An average cost per client by service is also calculated. FFY 2005 CSE average = \$3,668.85 and Work Services = \$4,065.52.

Since IDVR has been tasked with the management of the EES Program, all available funds have been used to provide EES in comparison to the \$600,000 left over the preceding year when the program was managed by the Idaho Department of Health and Welfare.

During FFY 2006, EES Program emphasis has been on standardizing reporting methods. A method of supporting client choice in choosing providers and services has been refined allowing for a timely response to requests for changes. A standard individual plan and progress report format have been created, additional demographic and eligibility category information is being gathered, and there is greater compliance with the procedural guidelines. The standard plan and report format will allow program staff to compile program and employment data as the annual plans and semi-annual progress reports are submitted. The plan format is to be incorporated as the annual plan dates occur and it is anticipated that the data will be available for use within the coming year's cycle. This will allow the compilation of rates of pay, percentage of intervention, number of hours of work per week, estimated wages, job categories, as well as progress on individual objectives related to work skills and behaviors.

At this time, there is no mechanism in place to report the number of clients transitioning from Work Services to CSE. However, the number of clients served per month per service and the service requested on the referral form can be tracked. Of the 300 names on the waiting list, 75% have been referred for CSE and 25% for Work Services suggesting that as clients move off the list, the percentage of clients served through CSE will increase. This will be one way to measure EES performance relative to the Governor's second priority.

For FFY 2007, an additional \$182,400 has been appropriated by the Legislature to address unmet need. It is anticipated that this will result in more clients moving off the waiting list and into services.

Another objective for FFY 2007 is to have EES rules approved by the Legislature. During the last legislative session, rule writing authority was granted so this year final rules will be written and submitted to the State Board of Education. EES personnel are actively working with the provider associations, the DD Council and others in the drafting of these rules.